Second Quarterly Report: Initiative Coordinating Committee #19 – Develop a library information technology infrastructure that meets internal and external needs.

Presented by: Barbara Dean (chair), Elizabeth McKee, Kristine Shrauger, Molly Moore
Date: January 29, 2002

During the past quarter, the committee has the following items to report for each of our four directives.

1. **Develop a three-year technology plan, including a process for identifying and communicating hardware, software, and network needs.**

   **Hardware:**
   
   A. We ask that Library Administration approve the following draft plan. If the concept is approved, we will continue working on the proposal, adding detail and forms.
   1) Existing hardware should be reviewed for replacement on a three year rotating schedule. Three years is recommended because that will keep the vast majority of our computer under warranty while they are being heavily used. Usable computers will be redeployed to locations that have lower use.
   2) Existing software should be reviewed annually for license renewals by all departments.
   3) Network infrastructure should be upgraded as needed, per the recommendation of the campus Computing Services department.
   4) New projects or programs that require computer and software support can be proposed at any time. Forms will be created for outlining the program/project and the proposed total costs for the programs (including personnel). Computer needs (hardware and software) will be reviewed by the Systems Department for compatibility and passed to the Administrative Group. The Administrative Group approves the program/project for funding and determines when the project/program will be implemented.
   
   B. A tentative proposal for a 3-year standard replacement schedule (SRP) is attached (Attachment 1). It is intended to address regular replacement of existing equipment. This SRP includes some general cost projections for budgeting. We propose that this be the basis for an annual actual plan. At the beginning of each fiscal year, administration would send out an annual request for hardware needs. Department heads should review the plan for that year. If their department is scheduled for an upgrade, any items that are not needed should be identified and any new hardware not covered by the plan should be proposed with a justification for the needs via the request process we are currently drafting (based on item 4. above). If a department is not scheduled for replacement, but would like to have existing equipment upgraded, a request would be submitted for redeployed equipment, which would be provided based on availability. The final step in the process would be using the current year purchases as a basis for appending a new third year, i.e., the actual purchases and redeployments for FY2002 would become the projected plan for FY2005.
   
   C. A sample of the type of information that is currently available in the Systems inventory database is attached (Attachment 2). This is provided as part of this report simply to provide an example of the type of information that the above SRP is based on. This program needs to be supported and expanded for accurate planning. The committee will address revising or replacing the current database so that it is more accessible and will identify information gaps.
   
   D. A proposal for the hardware/software request process is being drafted. This would be for items not covered by the 3-year SRP. It will be submitted for approval as soon as it is available.

   **Software:**
   
   A. A list of current software used in the library is attached (Attachment 3). Annual license renewals have been identified. As stated above, the committee recommends that this list be reviewed annually by all department heads for upgrades in version or increases in number of licenses for any software they use.
   
   B. The committee notes that there are some additional licensing issues that are access issues rather than software licensing, e.g., the number of simultaneous users for OCLC, staff InfoLinks simultaneous users. While this does not seem to fall within the charge to this committee, we believe that it is an issue that needs to
be addressed. Please let us know if you would like for us to incorporate this type of access in our software planning.

Network:

A. We will work with the Assistant Director of Administrative Services to generate wiring plans for Mullins and the branch libraries.

B. We have not started this project due to the resignation of Jane Foster. Floor plans for the branches have been copied. We will be working on this project in the coming quarter. We anticipate providing department heads with maps so that they can be aware of available network wiring if they need to reorganize the department, overall maps for library administration, and maps to be posted in each wiring closet in Mullins showing the areas supported by that closet. It is not necessary to create wiring closet maps for the branch libraries, since we do not control the use of those closets.

2. Develop and support a program to train computer liaisons from each library department.

A. The liaison program, as proposed, is that each department would identify a member of their own department to act as a liaison to the Systems Department. This person, or persons, would be trained by the Systems Department to perform basic computer and software troubleshooting, and would screen problems before they are referred to the Systems Department. Their performance standards should reflect these additional duties as liaison.

B. The committee has created a list of computer skills (Attachment 4). It will be distributed at this meeting with the request that each department head review the list and indicate the skills which they feel are required for all employees, and which are needed for their computer liaison. We request that they add any skills they feel are missing from the list and append any comments. It should be returned to any member of the committee by February 15, 2002, if possible.

3. Identify and address multi-media needs in the Audiovisual Department and elsewhere within the library.

Comment: Due to her resignation, the committee has lost Jane Foster and her input on this charge. We request that Administration consider replacing her.

4. Work with the library department heads to determine and establish basic computer and software competencies within departments. Work with cabinet to merge, expand, and refine lists of basic competencies to derive a library-wide list applicable for all library faculty and staff.

A. The committee recognizes an overlap with charge #2 and believes that the results of that survey will help identify those skills that should be assigned to the computer liaisons and those that belong in this category.

B. This item needs to be coordinated with the group addressing library training. We would be interested in having their input on this charge, and will share the results of our survey with them.